

Helpful hints for successfully registering in IACS:

1. When entering your email address, please be very careful to type the correct email address. If your e-mail address is entered incorrectly, you will not receive your new userid and password. This email should be a corporate email address. Do not use publicly available e-mail services such as yahoo or hotmail.
2. When entering contract numbers, you need to hit the 'add' button after each and every contract number is entered. Do not enter all contracts on one line.
3. When entering contract numbers, include the initial character (i.e. S/H/R); contract numbers should be 5 characters.
4. If you have a RACF-ID already assigned (this is the same as your HPMS userid, if you have one), you need to enter that into your registration when prompted. This userid should be entered in all uppercase letters.
5. Once a user completes their registration in IACS, the EPOC will receive an email prompting them to approve the user. Follow up with your plan's EPOC(s) to ensure this step is completed.
6. Userids will not be issued until approvals/rejections are completed for all contracts entered – and there may be separate approvers for different contract numbers.
7. Only one set of 'additional' contract numbers can be pending at one time; that is, if you register, then go back into the system and enter additional contract numbers, wait until all of the approvals/rejections are processed for the original set and the additional contracts before adding more contract numbers.
8. If you have not received an email with your GUID and password within 24 hours of registration and you are sure that your EPOC(s) has completed the approval process, please call the MMA Help Desk for assistance – 1-800-927-8069.
9. Do not respond to the email for all notifications for IACS. Call the help desk. Responding to the email will delay any required assistance.

After registration is complete and the user logs in for the first time:

- The user must change his/her password
- The user must answer at least 4 of the authentication questions (until that is done, s/he will not see any additional links - such as waiting approvals)
- The change password and change authentication links that appear after the first login and authentication question setup provide the user with the option of changing those values – they are not mandatory

For all calls to the MMA Help Desk:

Please provide the following information to expedite handling of the call:

- ❖ Your name
- ❖ Your email address
- ❖ Your phone number
- ❖ Your company name including the name of the servicing company if you are a subcontractor.
- ❖ Your contract numbers

IACS Helpful Hints – Plan User Registration
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